

From: DPA EIS Helpdesk
Sent: Monday, November 05, 2001 2:41 PM
To: ALL DPA Statewide Staff
Subject: Case Alerts Set Due to Rollover Problems
Broadcast to All Staff from Systems Operations, the Policy and Program Development Team, and the Food Stamp Policy Unit

With Prospective Budgeting, limitations experienced with the monthly Rollover job have been detected. Generally, the Rollover job copies information from one month to the next. Prior to the implementation of Prospective Budgeting, workers passed through the payment determination screens for most cases. We did not depend on the Rollover job to carry over all information necessary to accurately determine benefits. Now that benefits are auto-authorized based on the amount "rolled over" from the prior month, we recognize the need for enhancements to existing processes. A problem we have discovered is best illustrated by the following example.

The Regular Run on September 25th paid cash for the benefit month of October. On September 26 (after September 25 but before October 1) a case worker changed the EIS case and authorized a supplement for the benefit month of October. The EIS case now has two benefit amounts for October. The Rollover job which runs on the night of September 30 only rolls one benefit (the Regular Run benefit) from October to the new month of November. This means the changes made on the EIS case may not be correct for the new month of November. The EIS discrepancy occurs when changes are made to a case between the Regular Run and the end of the month that result in more than one benefit amount on the case. Fortunately, this problem can occur only a few days out of each month, but it potentially can cause errors to both cash and food stamp benefits.

This is not a widespread problem for individual caseworkers. We have identified 23 EIS cases with October supplements. The number of cases with November supplements is 45. Systems Operations has a list of affected cases and will set an alert on the cases in question. Please remember to look at both cash and food stamps programs for any cases under review. If an APA program has been supplemented it may affect the corresponding food stamp case.

Here is a summary of steps to take if your case has the following alerts. Please follow this procedure until the system programming can be changed. In the meantime, Systems Operations will set an alert at the beginning of each month on any EIS case needing review due to this supplemental benefit problem. A broadcast will be sent when the system is smart enough to process the two payments correctly.

**SUPPL BENEFITS OCT--CHECK PGMS or
SUPPL BENEFITS NOV--CHECK PGMS**

- If you have a case with October supplements, review November benefits and re-determine December benefits. November benefits may need another supplement but December can be fixed now by going through the payment determination screens (TAPD and FSAD) and changing the PCN from ROLL to your

authorization PCN.

- If you have a case with November supplements, re-determine December benefits by going through the payment determinations screens (TAPD and FSAD) and changing the PCN from ROLL to your authorization PCN.

In both cases above, you will see the change in benefits. Again, remember if a cash benefit has changed then check the food stamp benefits.

NOTE: Any time a supplement is authorized for a month that is already paid, the current system month (and any future months that may already be authorized) need to be reviewed for necessary corrections. For example, on November 3, after November benefits have been paid and the case has rolled into December, a worker processes a change that is effective for the benefit month of November. The worker would need to process the supplemental benefit for November and also be sure the December benefit is correct based on the information.

If there are any system related questions, please contact the Help Desk at DPA EISHelpdesk or EISHelpdesk@health.state.ak.us. If you have policy questions contact Policy and Program Development Team at DPAPOLICY@health.state.ak.us or for Food Stamps contact Joan Chase at joan_chase@health.state.ak.us.